

COVID-19: Clinical Trainees Leveraging Video Telehealth from Home

March 27, 2020

VHA Office of Connected Care
Modified for VA Trainees
Internal VA use only



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Adapted for Clinical Trainees working from Home by Bedford VAMC

Overview of Actions for Trainees - PREPARING

- ✓ Ensure you are **authorized for remote access from home**
 - So you can get to Virtual Visit Scheduling system and get to CPRS
- ✓ Please ensure your site director requests access for you
- ✓ Complete **Telehealth-specific trainings in TMS**
- ✓ Ensure you have **obtained and maintain PIV card exemption** so you can log on remotely without a PIV card reader
- ✓ Set up a **new, dedicated, non-VA gmail account** that will be used only for video visits
- ✓ Prepare and test **personally owned equipment (POE)** on which you can perform video visits from your home to Veterans at home



Becoming Telehealth Capable – TMS Trainings for VVC

- **Go to TMS 2.0 Website and log in:** <https://auth-hcm03.ns2cloud.com/secureauth35/>
- **Complete Trainings:**
 - ✓ [Telehealth to Home Using VA Video Connect Provider Training](#); TMS 4279741
 - ✓ [Telehealth Emergency Plans Memorandum Self Certification](#); TMS 4551375
 - ✓ [Virtual Care Manager Training](#); TMS 4486527
- **Save Certificates from the trainings as pdfs**
- **Please forward to your designated site director and program manager/coordinator**



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Becoming Telehealth from Home Capable

Unless you have a VA laptop, or PIV card reader at home, you cannot log in remotely with your VA user name and password without a temporary PIV Card Exemption

You need to access the VA network to:

- ***Receive VA email with links for pre-scheduled VVC visits (which you may then have to forward to your dedicated non-VA email account)***
- ***Access the Virtual Care Manager to set-up Ad Hoc (not pre-scheduled) VVC visits***
- ***Access CPRS to review patient record and perform visit documentation***

Therefore, you must

- **Request a PIV Card Exemption:**

- ✓ Call VA National Help Desk—855-673-4357

- **Maintain your PIV Card Exemption:**

- Recontact National Help Desk above every two weeks to request another two week extension of your exemption

Becoming Telehealth Capable –Remote Access

- If not already done for you, ask your VA training director (or their administrative delegate) to request remote access for you
- You will receive a welcome e-mail (at your academic non-VA email) with steps on how to obtain remote access
- Please call : 1-855-673-HELP (4357) to help you set up Remote Access



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Testing Remote Access & VVC

To be considered telework telehealth capable, healthcare professionals must test their remote access to the medical record and test VA Video Connect from home.

VVC Testing can be done by

- Calling VVC @ 1-866-651-3180
- Self Test: <https://care.va.gov/vvc-app/#/?name=Patient&join=1&media=1&escalate=1&conference=testwaitingroom@care.va.gov&pin=5678>



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Use of Personally Owned Equipment is OK for COVID Pandemic

- **Recommended set up for home telework:**

- a. High-speed internet connection
- b. Computer/laptop connected to Citrix Access Gateway (CAG) for remote access to the medical record
- c. A PIV reader or temporary PIV exemption
- d. A secondary video-capable device (optional if screen big enough on home computer)
- e. A headset or earbud (optional if have good webcam audio and private space)
- f. Access to a phone, in case of video or audio failure



Example of a telehealth capable workstation at home

Preferred Platform for VA Video to Home Visits = VA Video Connect

App Overview: **VA Video Connect**

<https://mobile.va.gov/app/va-video-connect>



- Connect Veterans with their VA care teams from anywhere, using encryption to ensure a secure and private session.
- VA Video Connect works on nearly any device that has an internet connection and a web camera.
 - Windows-based PCs and laptops, Windows mobile devices, iOS mobile devices, Android mobile devices, etc.
- How to get started with VVC:

<http://vaww.telehealth.va.gov/pgm/vvc/providers/index.asp> *

*link only available when logged into VA network

VA



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Preparing Veterans to Use VA Video Connect

Resources

- **Public-facing resources for Veterans re VA Video Connect:**
 - <https://www.myhealth.va.gov/mhv-portal-web/ss04092018-the-doctor-can-see-you-now>
- **VA mobile app store: VA Video Connect** (description, training materials, FAQs, and some helpful **YouTube videos** at the bottom, etc.):
 - <https://mobile.va.gov/app/va-video-connect#AppDescription>
- **VA Video Connect Instructions for Patients:**
<https://www.youtube.com/watch?v=HqhVlt4az-Q>
- **Help Stop the Spread of COVID-19:**
<https://vaww.infoshare.va.gov/sites/telehealth/docs/covid19-hsts.docx>
*
- **HANDOUT FOR VETERANS: VA Video Connect Getting Started: A Step-By-Step Guide**
 - https://vaww.connectedhealth.va.gov/Communications/SiteAssets/SitePages/VVC_ToolKit/files8-1-2018/VVCSlickSheet508.pdf *
- **VVC Technical Support for Veterans**
 - Veterans can call the Help Desk at **866-651-3180**
 - Hours: Monday - Saturday 7 a.m. to 11 p.m. Eastern time
- **Patient Equipment Options**
 - **On an Apple mobile device (e.g., iPhone, iPad):** Veterans can download the free VVC iOS app from the [Apple App Store](#).
 - **All other devices:** No application download is required. The session will launch automatically in the Veteran's web browser after the session link is selected from their email invitation.
 - Veterans with Verizon, Sprint, and T-Mobile can access VA Video Connect on their mobile devices and tablets without incurring data charges

*link only available when logged into VA network



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Requirements for Veteran's Location for VA Video Connect to Home

- Private space
- Veteran consent to telehealth (documented in chart)
- Veteran has either a Smart Phone/Laptop/Desktop/Tablet
- Veteran has internet access (Wi-Fi or 4G)
- Veteran has E-Mail account
- A test call should be completed prior to initial VVC appointment
 - Veteran calls National Telehealth Technology Help Desk at (866) 651-3180
 - Designee conducts test call

*Note: VA issued Tablets can be requested for those patients with no access to care without them. Talk with your Facility Telehealth Coordinator.



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Scheduling your own Ad Hoc VA Video to Home Visits in VVC

App Overview: **Virtual Care Manager**

<https://mobile.va.gov/app/virtual-care-manager>



- Create VA Video Connect visits
 - Note: Virtual Care Manager does not schedule an appointment in VistA. To schedule future video visits, please work with your clinic schedulers.
- View and have providers/veterans join VVC visits from one location
- View visits from Virtual Care Manager, Scheduling Manager and Patient Viewer
- Re-send email notifications to Veterans

Scheduling the Visit yourself using Virtual Care Manager

- Log onto VA network
- Open Chrome browser within VA environment
(Tip: search for “Chrome” in Apps menu)
- Within that Chrome window, go to <https://staff.mobile.va.gov/vvc-manager/> (this automatically opens the webapp)
- When asked to authenticate via PIV, instead select “View Other Sign-In Options” and then choose “Sign In with VA Network ID” to enter username and password
- This takes you to the VCM webpage to learn more <https://mobile.va.gov/app/virtual-care-manager>



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Scheduling VVC using non-VA Email in Virtual Care Manager

VA Staff #1: Provider's non-VA Email:

In Virtual Care Manager:

- Enter Veteran's email in "Patient" email field
- Enter your dedicated, non-VA email address in the "VA Staff #1" email field

TEST,TEST
10/01/1947 (72) M
000000041

Video Visits

Reduce Screen

Meeting Participants

* Enter an email for each person to invite - at least one is required

Patient

☒ Invite Patient

* Email

smith@example.com

Phone Phone Type

(999)-999-9999 Select

Caregiver #1

Email

smith@example.com

First Name Last Name

Add Another Caregiver

VA Staff #1

Email

smith@example.com

Add Another VA Staff



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

CONDUCTING VVC visits if already scheduled for you

If the visit is already scheduled in CPRS (by someone else):

✓ **FIRST STEP:** Access the VA remotely from home via Explorer browser- keep it open

✓ To get to CPRS

✓ **SECOND STEP:**

✓ Option 1: Open your dedicated non-VA email within a different browser, outside the VA firewall (can be on a different device, or a different window on the same device). From the non-VA email invitation, follow the link to open the VVC visit

✓ Option 2:

>>Please copy the following URL <https://care.va.gov/vvc-app/#/> to Google Chrome Favorites or Bookmarks (It might work on safari too)

>>A screen will open that reads “VA Video Connect” with an entry blank for the following items

Person or Conference to call: Please enter the “Alias” from the email that was sent to your outlook about appointments details

>>(To join this VVC appointment manually or through a video conferencing device: Alias – xxxxxxxx Host PIN- xxxx)

Your name: Please enter your name

>>Please click “Connect”

>>Allow “care.va.gov” to use your camera and microphone:click “allow”

>>You will be asked to enter a PIN. You can find this on your outlook email appointment.

>>(To join this VVC appointment manually or through a video conferencing device: Alias – xxxxxxxx Host PIN- xxxx)

>>Click “Connect”



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Telework Telehealth 'How To' Resources

Videos

- Telework Telehealth: Using CAG and Personal Equipment <https://youtu.be/JYigWvIVLTo>
- Telework Telehealth: Using VCM and Connecting to a VVC Visit <https://youtu.be/nRADpwaE6zM>



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Public Health Emergency Allows Non-public Facing Technology i.e. if VVC not working or over-capacity, can use other platforms

OIT VA memo

*

- VHA clinicians may use non-public facing remote audio or video communication technology to augment all clinical activities related to providing care to patients
- VA suspends previous HIPAA compliance requirements and permits providers to communicate with patients and provide telehealth services, through remote communications technologies, including those that may not fully comply with the requirements of the HIPAA Rules
- **VA Video Connect remains the preferred method**
- VHA clinicians may use video chats, including (but not limited to): Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, or Skype
- Providers should 1) provide notification to patients that these third-party applications potentially introduce privacy risks, and 2) enable all available encryption and privacy modes when using such applications.
 - 3rd party applications could incur cost (e.g., for data); e911 may not be directly linked as it is in VVC
- Public-facing applications shall NOT be used to provide telehealth (includes but is not limited to, Facebook Live, Twitch, TikTok or similar communication applications)

*link only available when logged into VA network

OAA Update: Trainees and Telehealth

- Usually VA employees must have a **Telework** agreement in place before they are allowed to work from home.
- Per OAA trainee Telework is **now permitted during this health crisis** without a telework agreement:

“An agency may order one or more employees to evacuate from their worksite and perform work from their home (or an alternative location mutually agreeable to the agency and the employee) during a pandemic health crisis without regard to whether the agency and the employee have a telework agreement in place at the time the order to evacuate is issued.”

- Trainees may be asked to complete a Telework agreement (VA Form 0740) after the crisis is over to be able to continue to work remotely.

OAA Update: Trainees and Telehealth

- Telehealth visits with the supervisor co-located with the trainee are already permitted and should continue during this health crisis.
- Telehealth visits where the trainees are ***not*** co-located with the supervisor are **now permitted during this health crisis.**
- If a local or national emergency has been declared, and/or facility health care workforce is depleted as a result of this health crisis:
- Trainees may host telehealth activities **without supervisors** in the room or on the line with prior approval from the supervisor, the Associate Chief of Staff for Education (Designated Education Officer) and the affiliate program director (as appropriate).
- If a national emergency is declared, restrictions on trainee telehealth activities across state lines **may** be rescinded for the duration of the emergency. Appropriate legal guidance will be sought.



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Telehealth Emergency Plans must be in place

- Providers need to have plans in place to address:
 - Medical emergencies
 - Mental Health/behavioral emergencies
 - Technical disruptions
- For VVC to a non-VA location, provider will activate local VVC Telehealth Emergency Plan; at the beginning of each encounter, the provider will:
 - Obtain the address/location of the patient.
 - Obtain or verify the patient's current phone number.
 - Obtain or verify an emergency contact number to notify emergency resources.
- Document the above info in the Note
- Veterans may decline to provide their location or contact information. If they are aware of their risks, that is their right, and the telehealth visit can continue without this information.



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Specific Note Content and Clinic Code in CPRS

METHODOLOGY WILL VARY by Service (Psychiatry, Geriatrics, Psychology, etc.):

- Telehealth to home specific note Templates may be available for your specific service/specialty within CPRS. Ask your VA division educational lead.
- Alternatively, word document note templates including tele-visit specific info (e.g. Veteran location, consent to telehealth, etc.) can be used and then note pasted into CPRS
- If you scheduled the visit via VCM, on entering the New Note in CPRS, you will have to “Create an Encounter” in an appropriate Telehealth clinic. Specific clinic names appropriate for your specialty and the given Veteran should be determined with your VA division educational lead or the Staff that will be supervising the visit.



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Additional Resources

Telehealth Emergency Plan Resources *

[Telehealth Emergency Plan memo package](#) (includes attachments for clinic-based, VVC, and group telehealth)

Telehealth Emergency Plan Templates (click on 'Emergency Planning' folder):

<https://vaww.infoshare.va.gov/sites/telehealth/docs/Forms/AllItems.aspx>

In this folder:

- A national [Telehealth Emergency Plan SOP Template](#) can be customized to address medical and mental health emergencies for multiple types of telehealth
- A [Telehealth Emergency Plan Contact List](#) template should be used in these situations to ensure telehealth providers (esp. teleworkers) have POC info readily available.
- A [Telehealth Equipment and Software Failure SOP Template](#) can be customized to address technical disruptions.
- Other resources include the [Connected Care Telehealth Manual](#), which provides specifics regarding safe and effective emergency management, planning and procedures and the [National TeleMental Health Supplement](#) that provides guidance on various behavioral health scenarios.

*links only available when logged into VA network



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Communication with Veterans

- **Resources for Communicating with Veterans about COVID-19**
 - All external-facing communications need to be cleared by VHA Communications and the White House
 - Pre-approved resources:
 - * <https://dvagov.sharepoint.com/sites/VACOVHAPublicHealth/HCI/SitePages/Home.aspx>
- **Resources for Communicating with Veterans about Virtual Care Tools**
 - My HealtheVet Secure Messaging
 - Providers and VA staff should update signature blocks on My HealtheVet Secure Messaging to include:
 - Feeling ill? 'Stay Home and Phone' for VA care: tiny.cc/1t6xkz
 - Reference the * [My HealtheVet Secure Messaging Signature Quick Reference Guide](#) to learn how to change the Secure Messaging signature
 - My HealtheVet Coordinators should distribute telehealth promotional language for providers to send to patients

*link only available when logged into VA network

Support Resilience & Wellbeing by Offering Connections

The daily stress of COVID-19 – whether or not a Veteran is affected or isolated – may enhance other mental health challenges.

Ensure that Veterans have the contact info for their Mental Health Treatment Coordinator and/or primary provider. Ensure they know they can call the **Veterans Crisis Line**.

Veterans Crisis Line

1-800-273-8255, press 1 for
Veteran, or
text 838255, or
for live chat

<https://www.veteranscrisisline.net>



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Ryan Haight Act (RHA): Prescribing Controlled Substances

<http://vaww.telehealth.va.gov/current/ryanhaight.asp> *

- Note [Ryan Haight Guidance](#) * flow chart
- [VISN 1 Tele-MAT Toolkit](#) *

Per DEA/HHS: <https://www.dea diversion.usdoj.gov/coronavirus.html>

[VA memo re controlled substances](#) * regarding exceptions to RHA during COVID-19 public health emergency

- VA health care professionals (*other than pharmacists), who are authorized by their State licensing authority to prescribe Drug Enforcement Administration (DEA) controlled substances, may prescribe schedule II-V controlled substances via an assessment conducted through telehealth for persons whom they have not conducted an in-person medical evaluation if the prescription is issued for a legitimate medical purpose by a health care professional acting in the usual course of his/her Federal duties; the telehealth communication is conducted using an audio-visual, real-time, two-way interactive communication system; and the health care professional is acting in accordance with applicable Federal and State law. **NOTES:** (1) For purposes of controlled substance prescribing, “applicable” State laws are those in the health care professional’s State of licensure. (2) Under this authority, a Veteran does not need to be assessed at a VA DEA registered facility to be prescribed controlled substances via telehealth.

*Note Appendix B, “Orally Authorizing A Pharmacist To Dispense A Controlled Substance Listed In Schedule II In An Emergency Situation”

*link only available when logged into VA network

General Telehealth and Telemental Health Resources

VHA **Telehealth** SharePoint:

<https://vaww.telehealth.va.gov/> *

VHA Telehealth Services SharePoint **VVC** for Providers:

<http://vaww.telehealth.va.gov/pgm/vvc/providers/index.asp> *

VHA **Telemental Health** Site:

<http://vaww.telehealth.va.gov/clinic/tmh/index.asp> *

VHA OMHSP TMH Shared Folder (basic info to get started and latest info re COVID-19, etc.):

<https://vaww.cmopnational.va.gov/CR/MentalHealth/Telemental%20Health/Forms/AllItems.aspx> *

- Go to **COVID-19 memo-VACO comms folder**, open **the TMH COVID-19 updates doc** and see latest updates
- Other folders have basic telemental health info to help get started.

*link only available when logged into VA network

Help desk information is available on associated intranet and VA App Store pages, and under “Help” within each app

Mobile Service Desk (MSD)

For staff issues with **Virtual Care Manager**

Contact:

- 1-844-482-6624; Select Option 3
 - Help@vamobile.us
- Mon – Fri, 8am – 8 pm ET

National Telehealth Technology Help Desk (NTTHD)

For Veteran and staff issues with **VA Video Connect**

Contact:

- 866-651-3180 or 703-234-4483 (Veterans and staff)
 - VHA_NTTHD@va.gov (VA staff use)
- Mon – Sat, 7 am – 11 pm ET



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

Additional Telehealth COVID-19 Response Resources

Telehealth Office COVID Page (latest news and documents):

- <https://vaww.telehealth.va.gov/current/covid19.asp> *
- All relevant and updated supporting materials for the Telehealth COVID-19 response are available on the VHA High Consequence Infection SharePoint site's Virtual Care folder at the following link: <https://dvagov.sharepoint.com/sites/VACOVHAPublicHealth/HCI/Virtual%20Care/Forms/AllItems.aspx> *
- Additional information and guidance has been established for ***Remote Patient Monitoring - Home Telehealth***. The guidance document (***Use of Remote Patient Monitoring – Home Telehealth Technologies for COVID-19***) can be found in the VHA High Consequence Infection SharePoint site's Virtual Care folder at the link above.

*link only available when logged into VA network